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ORS

BEFORE THE PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA**COLUMBIA, SOUTH CAROLINA***[Hearing Held in Union County, SC]*RECEIVED
8/14/06
ted**HEARING #10794****AUGUST 8, 2006****6:30 P.M.**

DOCKET NO. 2006-107-WS: UNITED UTILITY COMPANIES, INC. — Application for Adjustment of Rates and Charges and Modification of Certain Terms and Conditions for the Provision of Water and Sewer Service.

HEARING BEFORE: G. O'Neal HAMILTON CHAIRMAN, C. Robert MOSELEY, VICE CHAIRMAN; and COMMISSIONERS John E. "Butch" HOWARD, David A. WRIGHT, Randy MITCHELL, Elizabeth B. "Lib" FLEMING, and Mignon L. CLYBURN.

ADVISOR TO COMMISSION: B. Randall Dong, Esq.

STAFF: Jocelyn G. Boyd, Esq., Deputy Clerk; James B. Spearman, PhD., Executive Assistant to Commissioners; Philip Riley, Advisory Staff; MaryJane Cooper, Court Reporter, and Patty Sands, Administrative Coordinator.

APPEARANCES: John M.S. Hoefer, Esq., and Benjamin Mustian, Esq., representing UNITED UTILITY COMPANIES, INC., **APPLICANT.**

Nanette Edwards, Esq., representing **THE OFFICE OF REGULATORY STAFF.**

**TRANSCRIPT OF TESTIMONY AND PROCEEDINGS
VOLUME 5**

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1 CHAIRMAN HAMILTON: Our first item – if any of
2 you have your cell phones with you, will you please turn
3 them off at this time? This way – we don't like to have
4 interruptions during the hearing when different ones of
5 you'll be testifying.

6 We'd like to welcome each and every one of you
7 to this public hearing of the South Carolina Public
8 Service Commission. We're happy to be here with you
9 this evening to listen to your concerns. We're here
10 because of your legislative delegation. Representative
11 Anthony and Senator Ritchie asked us to come to you,
12 so you wouldn't have to take your valuable time to come
13 to Columbia on the day of the merits hearing. So, we're
14 happy to do that in any instances we possibly can.

15 At this time, I'd like to introduce our fellow
16 Commissioners. On my far left, is Commissioner Howard.
17 Next to him, Commissioner Wright, Vice Chairman Moseley,
18 and far right is Commissioner Fleming, Commissioner
19 Clyburn, Commissioner Mitchell. I'm O'Neal Hamilton,
20 Chairman of the Commission, and on my immediate
21 right is Staff Attorney, Randall Dong, who will give us the
22 legal procedures and rules for the docket tonight.

23 If you will, please sir.

24 B. RANDALL DONG: Good evening. As Chairman
25 Hamilton said, my name is Randall Dong. I'm a lawyer for

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1 the Public Service Commission. This is Docket No. 2006-
2 107-WS. It's the Application for adjustment of rates and
3 charges for United Utility. This is your chance to give
4 testimony about United Utility. I want to encourage each
5 of you to come forward and make your views known.
6 Your testimony is important. It will be afforded the same
7 respect given tonight – will be afforded the same respect
8 and the same consideration that it would be if you had
9 driven to Columbia on the day of the merits hearing to
10 give it in the Commission offices. Your testimony here is
11 going to be under oath. It will be just as though you are
12 in court. When you come forward, if you would, please
13 give your name and address. If you'd like to incorporate
14 in your testimony something that somebody else has
15 already said, certainly you're free to do that. You can
16 stand up and say who you are and you agree with the
17 previous speaker and you can adopt their testimony, if
18 you wish.

19 This is your chance to talk to the Commission.
20 The Commission, however, cannot offer you any advice
21 or answer any questions. Those questions should be
22 directed to the lawyers for United Utility, Mr. Hoefer and
23 Mr. Mustian, or to the lawyer for ORS, Ms. Edwards, the
24 Office of Regulatory Staff. The Office of Regulatory Staff
25 is the agency that the State of South Carolina has to

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1 coordinate consumer complaints, among other things, of
2 public utilities.

3 CHAIRMAN HAMILTON: Thank you, sir.

4 I might add that the questions that you ask would
5 be at the end of the meeting, that Ms. Edwards, Mr.
6 Hoefer and Mr. Mustian will stay when the meeting's
7 adjourned. If any questions or concerns you have, you
8 can address them to these people at that time.

9 The next thing we'd like to ask, do we have any
10 procedural matters before the public testimony.

11 JOHN M.S. HOEFER: Yes, Mr. Chairman, please.

12 The Applicant would like to state its objection to
13 testimony consisting of unsubstantiated complaints
14 regarding customer service, quality of service or
15 customer relation issues. The basis for this objection is
16 that the receipt and reliance upon such testimony would
17 deny the Applicant due process of law, permit the
18 complaint procedures established under law and
19 Commission regulations be circumvented and is an
20 inappropriate basis for the determination of just and
21 reasonable rates. In support of this objection, the
22 Applicant cites *Patton vs. PSC*, 312 S.E. 2nd 257, Order
23 of the Court of Commons Pleas, *Tega Cay Water*
24 *Service vs PSC*, that's at *Civil Action No. 97-CP-40-*
25 *0923*, September 25, 1998, and the Commission's own

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1 Order No. 1999-191, Docket No. 96-137-WS, dated
2 March 16, 1999. The Applicant requests that this
3 objection be deemed a continuing objection such that
4 there would not be a need for repeated objections each
5 time a customer testifies to matters of this nature. We
6 cite in support of that request *State v. Douglas*, 626 S.E.
7 2nd 59. We would also ask that it apply to documents
8 and testimony elicited under examination and that the
9 Chairman defer ruling on the continuing objection until a
10 final order is issued in this case.

11 CHAIRMAN HAMILTON: Ms. Edwards?

12 NANETTE EDWARDS: Chairman Hamilton, if I
13 may respond. On behalf of the Office of Regulatory Staff,
14 we disagree with the position that this testimony is not
15 admissible. We would respectfully request that the
16 Commission take notice of our position. However, having
17 said this, we understand the process with regard to the
18 continuing objection, and we don't object to the process
19 of having one standing objection, but we do not agree
20 with the authorities – that the authorities cited by the
21 Company is correct. We would respectfully request that
22 the testimony be admitted.

23 We would also like to reserve our right to respond
24 in writing to the Commission – to the Company's basis
25 for this continuing objection, and we would ask that the

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1 Company within a reasonable period of time after this
2 night hearing, cite to those portions of the transcript that
3 the Company intends to object to, including that, you
4 know, including information such as the name of the
5 speaker and the reason for the objection. This would
6 allow the people who have attended tonight to know
7 what portions of the transcript are being objected to and
8 also would give ORS the opportunity to respond. We
9 believe that this is fair and reasonable to everyone and
10 would ask that the Company agree.

11 MR. HOEFER: Mr. Chairman, the Company
12 would agree to that.

13 CHAIRMAN HAMILTON: The Commission will
14 receive the objection as given by Mr. Hoefer for the
15 Company, and it will be ruled on in the final order, and
16 notice from ORS is [inaudible] and their concerns.

17 I think it's time now for us to move forward with
18 our first public witness. I'd like to take the honor of
19 calling on Representative Anthony, if he would like to
20 speak before the [inaudible].

21 **WHEREUPON, Michael Anthony**, first being duly
22 sworn, assumes the stand and testifies as follows:

23 MS. BOYD: Would you please state your name and
24 address for the record?

25 **TESTIMONY OF REPRESENTATIVE ANTHONY:**

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1 I'm Mike Anthony, 322 Mt. Vernon Road, here in Union. Mr. Chairman, I am
2 pleased to come before you. I know many of you personally, and I have a
3 wonderful relationship with you; I know many of you. We're thrilled to have you
4 in our city. We see a lot of progress going here. A lot of things are happening
5 positively, and we're very, very proud of what's going on.

6 I guess my biggest concern is, certainly as I represent the people of this
7 county totally, is — I guess I just don't understand, and maybe that's a problem with
8 all of our folks understanding the pockets of areas all over — not just in — and, I'm
9 sure you've had this in other areas of our state where subdivisions such as this
10 and other pockets, like I say, other areas are basically just — when you're looking
11 at 102% increase on folks in a 26-month period, in sewer rates in this situation, it's
12 very, very difficult for retired people who are living on fixed incomes, living in a
13 distressed county. I guess my biggest concern to you is to take a look at this for
14 our people.

15 I'm sure, and I will ask the folks with United, if we can do something
16 legislatively, if we can — if DHEC is their problem; I've heard those kinds of
17 things from people, and if there's some legislation that needs to be done then
18 I'd be the first one to sign on to this, [inaudible]. Whatever we've got to do to
19 help the folks because it's amazing that from 1985 when it was \$14 per month
20 until 2006, which is 21 years, our folks have had an increase from \$14 a
21 month to now about \$67 a month.

22 It's hard to encourage people. This is a subdivision in our county that is
23 progressive — they've got the golf course out there. If we're going to entice
24 tourism, people that are looking at our county to move from up North, there's
25 a lot of folks who look at our county because we have some great resources

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1 in our State Forest and so forth down here also; they're looking for a place to
2 live. But, when they see these kind of rates, it's very difficult for them to
3 understand.

4 I hope you – I know you folks understand what I'm saying. I'm just
5 standing on behalf of them. I've received quite a number of calls and letters
6 from my constituents, who I'm sure are going to testify before you, and I'm
7 going to listen. I'm going to listen to their complaints as well. There's probably
8 a lot more information that they have that I do not have. But, I do appreciate
9 you coming. I want you to understand that if there's something that I can do
10 with you – this ought to be a partnership. We're talking about – you're looking
11 at faces, you're looking at people that are hurting. You're not – it's nothing to
12 do with the laws or what's going on. You're looking at real people, and that's
13 the thing that I want us to put forward in what we do first – the way it hurts
14 folks. Again, there's a lot of retired people there who are fixed in their
15 incomes. This is a, as I said, a very good subdivision [inaudible].

16 Again, I appreciate you coming. I'm going to listen as well, and if we've
17 got any questions [inaudible], I just appreciate you taking the time to come to
18 our city and to listen to our folks. Thank you so much.

19 CHAIRMAN HAMILTON: Thank you.

20 [Applause]

21 CHAIRMAN HAMILTON: Now, we'll turn it back
22 over to the attorney.

23 MR. DONG: There's just one other matter that I
24 failed to mention in my earlier remarks. The testimony
25 you're giving tonight is in lieu of testimony in Columbia.

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1 That is, if you testify tonight, you won't be testifying in
2 Columbia. I just wanted to make that clear, make it clear
3 that this is instead of, rather than a supplement to what
4 you might say in Columbia.

5 REPRESENTATIVE ANTHONY: Let me ask a
6 question. Does that stand for me also?

7 MR. DONG: Yes, sir.

8 REPRESENTATIVE ANTHONY: You should have
9 told me that first. That's okay.

10 MR. DONG: The first witness on the list is Darrell
11 Waters.

12 **WHEREUPON, Darrell Waters**, first being duly
13 sworn, assumes the stand and testifies as follows:

14 MS. BOYD: Would you please state your name and
15 address for the record?

16 **TESTIMONY OF MR. WATERS:**

17 My name is Darrell A. Waters. I live at 124 Fairway Drive, in the Fairway
18 Subdivision. Ladies, gentlemen, I really did not come prepared tonight to say
19 a thing. The reason that I am here, a very dear friend of mine that we worked
20 with the last time this situation came about - we wrote letters, we got petitions
21 up, we sent e-mails. We got a few replies, but never answers. We're facing the
22 same thing again. As the old coach said, some of us folks are retired and on fixed
23 incomes. I worked for 40 years in business for myself, and I understand costs. I
24 lost a quarter of a million dollars in one of those businesses in the 1970s, and that
25 was a lot of money back then; still is to me.

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1 But, my point is this – my contention is that this Company that has come
2 down here and bought our sewer company, it was put in by the [inaudible], and the
3 fact that I paid \$5 a month when I bought my house out there. It went to \$10.
4 When these people took over, it was up to \$29 a month. I thought it was three
5 years ago, somebody said it was five years ago, we went to \$48 and something a
6 month. Now folks, I pay approximately \$20 a month for water. I can't conceive and
7 understand that this Company can charge me over twice that amount to get rid of
8 it, and I water my yard and I water my garden. So, it's not going down the sewer.

9 Secondly, and I represent all of my neighbors, these are not good
10 neighbors – let me make my point. A month ago, water, sewer water was this
11 deep on the golf course. Not one time – I called for a week before I got somebody
12 out there to finally get rid of it. Do you know where this water was going? In
13 [inaudible] Creek, which runs right on down to you folks in Columbia. A year,
14 maybe two years ago, I didn't make notes, because I was not prepared. Sewer
15 was so deep on the fairway on No. 5, and you can attest to that. It was so deep
16 and stayed out there for nearly two weeks. This is within site of the sewer
17 treatment plant. I know this to be a fact because at the time, after I retired, I
18 worked at the golf course, and I had to move that stuff out of there. Not only
19 that, it was draining into two ponds that are on the golf course, which is right
20 next to our neighborhood, or Fairway 1, where our kids swim and fish, and it
21 was going into them. I have seen this sewer run out of the sewer plant, not
22 their fault because it rained a lot and it flooded, and it flooded the sewer plant
23 and run it all out into [inaudible] Creek and everywhere else. No, they're not
24 good neighbors. They're not good business people. I know what it is to lose,
25 and my contention is this: let them, if they cannot live, they should be brought

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1 back to a \$21 a month rate and if they can't live with that, let them go out of
2 business and we'll go to the City of Union, which is less than a mile away, and
3 connect to sewer.

4 Gentlemen, I'm a very excitable man, and I appreciate your tolerance,
5 ladies especially. Thank you very much.

6 CHAIRMAN HAMILTON: Just a minute, sir, if you
7 would wait and see if we have any questions.

8 MR. WATERS: Sure.

9 CHAIRMAN HAMILTON: Any Commissioners
10 have questions? Commissioner Clyburn.

11 **EXAMINATION BY COMMISSIONER CLYBURN:**

12 Q Good evening, sir. I wanted to ask you – you made mention of two instances
13 on the golf course. I wanted to talk to you about that. Have you had any
14 personal, meaning at home, issues with the sewer service?

15 A Yes, this has been several years ago. It cost me \$67 to go in – I called the
16 sewer company and asked them to take care of a problem. My sewer was
17 running over. I had to hire an independent contractor to come out and clean
18 out my lines to where – if you're familiar with the sewer heads where they go
19 down in them – I don't know what you call them either. But, a tree – the root
20 system had gotten in it so badly, had to go in there with a chainsaw and take
21 it out. I paid my \$67, and I confronted them, and I asked them, I said are you
22 going to give me my money back because – I didn't get nothing for mine. It
23 was their problem all the time. Yes, I've had personal problems.

24 Q How long ago did that take place?

25 A Ma'am –

1 Q You can't recall?

2 A I couldn't even begin to remember.

3 Q Let me ask you this, how long have you been at Fairway?

4 A Since 1989.

5 Q Okay. Thank you.

6 CHAIRMAN HAMILTON: Any other questions?

7 Commissioner Howard.

8 **EXAMINATION BY COMMISSIONER HOWARD:**

9 Q Mr. Waters, I thank you for coming and your testimony. Would you explain to
10 me a little bit about the golf course problem? You had a lot of rain and you're
11 saying that the sewer from that overflowed, is that how it got on the golf
12 course?

13 A No, no, absolutely not. The sewer lines run through the golf course. There is
14 countless numbers – and, I don't remember how many, but there's quite a few
15 of the heads where they go in to clean them out that are actually on the golf
16 course, run right through it. At the time this sewer system was built, Haynes
17 Tweed who owned all the property, the golf course, the sewer company,
18 everything else – naturally he put it right in there. I bought [inaudible] house,
19 by the way, and that's the reason, the only reason I'm on sewer. No, it does
20 not. These things are running right through the golf course. There is one in
21 particular, and Mr. Matthews, I'm sure he'd be glad to tell you; it's right behind
22 his house. God knows how many years that it's leaked [inaudible].

23 CHAIRMAN HAMILTON: Sir, you're going to have
24 to speak [inaudible].

25 MR. WATERS: Okay, I'm sorry.

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1 [Mr. Waters] But, it's right directly behind his house. This thing has been draining,
2 draining, it's not flowing over, it's draining, it's leaking right behind his house.
3 It's on the golf course. I know this because I was mowing; you can't mow it,
4 it's too wet.

5 Q Thank you.

6 CHAIRMAN HAMILTON: Commissioner Fleming.

7 **EXAMINATION BY COMMISSIONER FLEMING:**

8 Q Good evening.

9 A Good evening to you.

10 Q I wanted to hear a little bit more about the golf course. You said that you
11 called and it took a week before they responded.

12 A Ma'am, the first time that we had – that it flowed over on the Fairway No. 5,
13 and this fairway is approximately 150 yards wide, by the way, and 300 and
14 something yards long, and it was covered. It came out of two of those heads.
15 One of them, it started – they came out, they messed with it for two or three
16 days. They closed it back up and within three days it was flooded again. It took
17 over a week for them to fix it. This last time, approximately a month ago, I couldn't
18 sit on my front porch and enjoy life that I've worked hard for, because I couldn't
19 stand the smell. When I finally went down there see it – and, I play golf there
20 regular too – it was knee deep in the ditch, and that ditch is draining directly in
21 the [inaudible].

22 Q How long did it take after you called them and notified them of this before they
23 came out the first time?

24 A The first time when it was leaking on the fairway, it took well over a week.

25 Q Before they even –

1 A Before they even got out there. Now, this place is in sight. You can look down
2 the fairway and you can see from the sewer treatment plant. You could see
3 where this was happening. I mean, it wasn't a matter of they didn't know. I
4 mean, if they didn't know, they didn't open their eyes. They didn't open their
5 nose. You can smell it, and you can see it.

6 Q Some of the problem it sounds like roots are growing into the lines.

7 A This was – it was an isolated incident right in front of my house. To my
8 knowledge – to my knowledge, I have not known of any others.

9 Q The others were just leaking lines that had –

10 A They stop up. We have a motel out at the golf course. This last time, and I
11 can only assume because I don't have a plat of the lines, but it was coming
12 from that direction and when it stopped up, and the motel – the number of
13 people that stay in that motel, it doesn't take very long to really make a mess
14 with it.

15 Q Okay.

16 A There's several lines. I don't have a diagram of the land because if I did, I
17 could show you exactly where and what – where things happened.

18 Q Okay. Thank you.

19 CHAIRMAN HAMILTON: Have any other
20 questions? Commissioner Mitchell.

21 **EXAMINATION BY COMMISSIONER MITCHELL:**

22 Q Yes, sir. Has DHEC been out to observe any of this?

23 A To my knowledge, no, sir.

24 Q [inaudible], thank you, sir.

25 CHAIRMAN HAMILTON: Anyone else? Mr.

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Hoefer.

MR. HOEFER: Yes, thank you.

CROSS EXAMINATION BY MR. HOEFER:

Q Mr. Waters, the incident where you had the roots in the line, could that have been in 1993?

A Sir, I couldn't tell you if my life depended on it. I've got to be honest.

Q The wastewater treatment plant, it was constructed by Mr. Tweed, did you say?

A As far as I know, yes.

Q And, it hasn't been moved since it was installed. It's still in the same place it always was?

A Yes, sir.

Q And, that area where it is on the golf course, is that up on a hill?

A No, sir, it's on the lower line next to the creek.

Q Okay. Thank you.

CHAIRMAN HAMILTON: Ms. Edwards?

MS. EDWARDS: No questions.

CHAIRMAN HAMILTON: Thank you, sir, very much.

MR. WATERS: Thank y'all – appreciate it.

MR. DONG: The next witness is Eva Toentes.

WHEREUPON, Eva Toentes, first being duly sworn, assumes the stand and testifies as follows:

MS. BOYD: Would you state your name and address for the record, please?

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TESTIMONY OF MS. TOENTES:

Eva Toentes. 115 Pebble Creek Drive.

CHAIRMAN HAMILTON: Ma'am, would you like to give your testimony?

MS. TOENTES: Okay.

[Ms. Toentes] I live on a fixed income, and I had neighbors who are less than fortunate, and they couldn't afford the sewer bill, so they had to move into town and find a less expensive place to live, and they were lovely people, and I hated to see them move. I personally have never had any problems except for the expense which keeps going up and it's difficult for me to pay those amounts. I came to Union in 1982 and hoped to retire in peace and quiet, but it's becoming more and more difficult, and I would not encourage people from other states to move to Union.

CHAIRMAN HAMILTON: Does that conclude your testimony?

MS. TOENTES: Uh, huh.

CHAIRMAN HAMILTON: All right. Would you answer questions if any Commissioner has a question?

MS. TOENTES: Uh, huh.

CHAIRMAN HAMILTON: I don't believe we have any. Thank you, ma'am, very much.

MR. DONG: The next witness is Willard Oldaker.

WHEREUPON, Willard Oldaker, first being duly sworn, assumes the stand and testifies as follows:

MS. BOYD: All right. State your name and address

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for the record, please.

TESTIMONY OF MR. OLDAKER:

My name's Willard Oldaker. I live at 216 Stonebrook Drive, Union. First of all, I have a petition from the residents of Fairwood and River Chase. It doesn't incorporate all the people that live there; it's hard to try to catch everybody home, but we'd like [inaudible] -

CHAIRMAN HAMILTON: Ms. Boyd, if you would accept the petition on behalf of the Commission.

[Mr. Oldaker] And, the petition was against the increase, which I think you know that. I do have a few questions though about our sewage. I lived in West Virginia for a number of years, and I was President of the Homeowners Association down in West Virginia, and we had to run the sewage line. So, I've administrated one of these sewage pipes, similar to the one we have there right now. There's a 103 homes in Fairwood and River Chase total. That doesn't include the golf course and the motel. Out of those 103 homes, as far as I've been able to find out, only 101 are actually on the sewage; two of them are on separate septic for whatever reason, I don't know [inaudible]. That's in River Chase. 101 homes at the current rate of \$48 a month is \$4,872.24 a month. I know personally from administrating the Homeowners Association and overseeing a sewage plant with about the same amount of homes, it doesn't take anywhere near that kind of finances to run the plant for a month. This is totally absurd.

In October of 2002, without any authorization from this Commission, they raised our sewage from \$58 every two months to \$49.30 a month. For the next — from October of 2002 until May of 2004, we paid that amount.

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1 When we tried to oppose it, they said well, we're charging it anyway and if the
2 Commission doesn't give us the approval, we'll give you a refund. But, you're
3 going to pay this amount regardless. And, so, we paid that amount of \$49. If
4 you – well, it went before the Commission and was approved in May of 2004,
5 they were granted their raise, but it wasn't \$49.30; they were allotted \$1.06 a
6 month that they were to charge us \$48.24, which we're paying right now. If
7 you figure the increase of that; that was a 67% increase. It was noted in the
8 paper – reported, I don't know if it was reported by the Company or what, that
9 they hadn't an increase since 2000, which is totally absurd because they
10 received an increase from this Commission in May of 2004. In June of 2004,
11 they had to give us a \$1.06 a month for the 23 months, 23 payments that we
12 made and basically was about \$23.30 something cents we had to pay that
13 month. They credited \$20 something back. But, in July of 2004, we began to
14 pay \$48.24 a month, and we've been paying that until now.

15 Now, they want to raise it to \$65 a month, which is another 38%
16 increase. I can't understand how this Commission, or the regulatory commission,
17 can stand in a period of 26 months and tell this Company they can raise our
18 sewage bill 105%. That's absurd to raise it that much, 105%. I don't know of
19 anybody that's seen 105% increase, except maybe the oil companies, and
20 they're not regulated by the Commission.

21 I'm totally opposed to their increase. I would also like to ask that the
22 Commission, if they would demand an audit by the state of United Utility and
23 send a copy of that audit to everyone that is a member – that is a recipient to
24 that, because we need to know where our money's going. This is a public
25 utility supposedly, and [inaudible] believe their expenses - they want to

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1 increase their expenses to \$6,637 a month just out of our communities out
2 there, Fairwood I and Fairwood II. That's an increase of \$1,700 a month.
3 They could run that plant for \$1,700 a month. So, I'm just totally opposed of it.
4 I mean, \$79,652 a year is what they're wanting to increase it to from \$58,466
5 a year. And, that's a pretty lucrative business if they do all over the state. I
6 know this is not only Fairwood I and Fairwood II we're dealing with [inaudible]
7 United Utility, Incorporated. If you grant them 38%, I don't see how you can
8 sleep at night by doing it.

9 CHAIRMAN HAMILTON: Do we have any
10 questions? Mr. Hoefer?

11 COMMISSIONER FLEMING: Mr. Chairman.

12 **EXAMINATION BY COMMISSIONER FLEMING:**

13 Q You said that you were part of – you were the one who headed up this
14 subdivision in West Virginia.

15 A Yes, ma'am.

16 Q What about maintenance of your infrastructure for the subdivision?

17 A We had a man that we hired to do our maintenance. We were self-contained.
18 It was a housing authority that we had basically within ourself, and we had a
19 man that we hired and paid him a weekly rate to go down and take care of the
20 plant. Basically, he would go out once a week, check the plant, clean the
21 skimmers, add chemicals and make sure everything was all right. About every
22 ten years, we would have to refurbish the filter – the filtration system, the
23 sand, and the filtration system, which - what we would charge, we sent a
24 monthly bill out. We sent out a monthly bill and over the period of the time if
25 our finances would increase, we always had enough to refurbish the plant.

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1 There was more than enough to run the plant. It wasn't like we were trying to
2 make a profit. Eventually, a small utility company, such as this, came in and
3 took the plant over after I left, they had announced. But, the cost is nowhere
4 near what they're trying to administrate, especially whenever they don't have
5 somebody here that they have hired just to take care of the plant. They're
6 coming from wherever they're located. They're sending people in to take care
7 of it. And, I know I've only ever seen them out there just a few times; it's not
8 very often. And, I'm disabled. I'm around all the time pretty much, and you
9 rarely see anybody out there.

10 Q Thank you.

11 CHAIRMAN HAMILTON: Any other
12 Commissioners?

13 [No Response]

14 CHAIRMAN HAMILTON: Mr. Hoefer.

15 **CROSS EXAMINATION BY MR. HOEFER:**

16 Q Mr. Oldaker, what type of plant was that in West Virginia?

17 A It was a sand filtration plant.

18 Q It was a sewer treatment sand filtration?

19 A Yes, sir.

20 Q Okay. What type of plant is out here at Fairwood?

21 A I'm not too for sure what type of plant we have. I've never been in the plant to
22 inspect it to see what we have.

23 Q Thank you, sir.

24 CHAIRMAN HAMILTON: Thank you, sir, very
25 much.

1 MR. DONG: Janet Marks.

2 MS. MARKS: Do I understand that if I speak now, I
3 cannot speak in Columbia?

4 MR. DONG: Yes, ma'am.

5 MS. MARKS: I will speak in Columbia.

6 MR. DONG: Okay.

7 John Marks.

8 **WHEREUPON, John Marks**, first being duly
9 sworn, assumes the stand and testifies as follows:

10 MS. BOYD: All right. State your name and address
11 for the record, please.

12 **TESTIMONY OF MR. MARKS:**

13 My name is John Marks. I live at 358 Fairwood Boulevard. I realize these
14 companies, reading the newspapers, and they read about the oil companies
15 making extra millions of dollars over the last three quarters by gauging the public,
16 they want to get theirs. Now, I understand that the average price for sewer in the
17 City of Union is \$17. This Company now charges three times that. Now, they want
18 to go up another \$17, which is four times that. I propose that instead of a \$17
19 increase, this Company get a \$34 decrease.

20 Thank you very much.

21 CHAIRMAN HAMILTON: Just a second, Mr.
22 Marks.

23 Do we have any questions for the witness?

24 [No Response]

25 CHAIRMAN HAMILTON: Thank you, sir, very

1 much.

2 MR. DONG: Dorothy Rodgers.

3 **WHEREUPON, Dorothy Rodgers**, first being duly
4 sworn, assumes the stand and testifies as follows:

5 MS. BOYD: Please state your name and address for
6 the record.

7 **TESTIMONY OF MS. RODGERS:**

8 I'm Dorothy Rodgers. I live at 159 Pineland Avenue. In 1975 my husband and
9 I and family, we moved here from Pennsylvania with a company by the name
10 of [inaudible]. In our division, we're about the only ones that's still in it. All the
11 other families have moved out, but we've stayed. I believe when we moved in
12 we paid \$10 every two months or every three months. I didn't even know that
13 Mr. [inaudible] had sold it to the United companies until all of a sudden we get
14 this humongous increase. I understand it was sold to this Company because
15 of some discrepancy that Mr. [inaudible] had with some of the people in our
16 development, which wasn't everybody's fault.

17 But, December 31st of this past year, my husband and I we worked for
18 [inaudible], and we both lost our jobs and being the age we are, we knew our
19 job getting was very slim. So, we both chose Social Security, and we figured
20 out, yes, we can make it on Social Security. But, when you get this kind of
21 notice that you're sewage is going to increase and then the next day or the
22 next month something else is increased, how can we live on retirement and
23 Social Security. So, I'm asking tonight to consider for the people and – we're
24 not the only family; we've got a lot of senior citizens in our neighborhood.

25 We've got Fairwood. It's a very good development. We moved there when we

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1 came down from Pennsylvania, and we're still there. We raised three children
2 there, never had hardly any complaints. And, I'm like everybody else, we
3 hardly ever see the sewer company there doing anything. It's the same size,
4 the same location and at night, it still makes a lot of [inaudible] noises that it
5 made in 1975 when we moved there.

6 So, I just wanted to speak, and that's all I have to say. Thank you.

7 CHAIRMAN HAMILTON: Any Commissioners
8 have any questions?

9 [No Response]

10 CHAIRMAN HAMILTON: Thank you, ma'am, very
11 much.

12 MR. DONG: Linda Hodge.

13 WHEREUPON, Linda Hodge, first being duly
14 sworn, assumes the stand and testifies as follows:

15 MS. BOYD: Please state your name and address for
16 the record.

17 **TESTIMONY OF MS. HODGE:**

18 My name is Linda Hodge. I live at 352 Fairwood Boulevard. I'm a single
19 occupant of my home. My husband, who is deceased, was someone who worked
20 with Mr. Waters in times past regarding [inaudible] information about the raises
21 and the rates, 2000, I believe, I'm not sure about that date. I'm not yet retired, but
22 I'm on my way.

23 I agree with the earlier testimony from our Representative, Mr. Anthony,
24 that this is not reasonable; it's not just. We have had — I've been living in Fairwood
25 ten years and have had three increases since that time. Being a single

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1 household presently, and there's others who are single households, my water
2 bill is \$12 a month, that's the minimum rate. Unless, I get out and water my
3 flowers and my lawn and all this [inaudible], but it's \$12 a month. If this raise
4 goes into effect, I'm going to be paying \$65 a month to get rid of \$12 of water.
5 I work all day. I'm usually away from home close to 12 hours a day. I work,
6 I'm not there, you know. How can I possibly use that much water [inaudible] \$12
7 cost me \$65 a month, you know, for sewer rates? Right now, that approximate
8 cost is \$576 a year to get rid of sewer, from \$144 a year water [inaudible]. If this
9 goes into effect, it would cost me \$780 approximately to get rid of the same \$144 a
10 year charge for my water. I agree with Mr. Marks, his comment about refunds
11 rather than increases. I cannot understand or see any validation whatsoever for
12 this requested raise. I understand business, you know, and I understand profit and
13 that sort of thing, but I have not yet ever seen a truck or anything go by my house
14 and said it was United Utility company. So, I am asking — I'm asking do consider
15 denying this requested raise in funds and if possible, to reduce the costs that we're
16 already facing which is close to \$50 every month, what we pay just for sewer, and
17 I do add that it's \$12 for the water, and I do think that's [inaudible].

18 CHAIRMAN HAMILTON: Just a second — do we
19 have any questions?

20 [No Response]

21 CHAIRMAN HAMILTON: Thank you, ma'am, for
22 your testimony.

23 CHAIRMAN HAMILTON: I'm sorry, ma'am. Mr.
24 Hoefer has a question.

25 **CROSS EXAMINATION BY MR. HOEFER:**

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1 Q Ms. Hodge, who do you get your water from?

2 A Meansville Riley Road Water Company.

3 Q Meansville Riley Road Water Company. Thank you, ma'am.

4 CHAIRMAN HAMILTON: Thank you, ma'am.

5 MR. DONG: The next witness, Gene Matthews.

6 **WHEREUPON, Gene Matthews**, first being duly

7 sworn, assumes the stand and testifies as follows:

8 MS. BOYD: Please state your name and address for
9 the record.

10 **TESTIMONY OF MR. MATTHEWS:**

11 My name is Gene Matthews, and I live at 189 Fairway Drive. I've lived there
12 since 1978. I'm the individual who Mr. Waters said could look down the fairway
13 into the sewer system. I don't think I need to repeat any of the objections I've
14 heard. I think everybody's about said it. But, I've been out there all this time, and it
15 has – I play golf with most of the folks out there [inaudible], I haven't heard one
16 single thing that was not the truth especially by Mr. Waters [inaudible].

17 CHAIRMAN HAMILTON: Just a minute, sir. Did
18 any Commissioners have any questions?

19 COMMISSIONER FLEMING: I do have a
20 question.

21 **EXAMINATION BY COMMISSIONER FLEMING:**

22 Q I believe it was Mr. Waters talking about the slow response. Can you give me
23 any information about that – you had the sewer problems.

24 A As you look out my back – I've got a back screened-in porch with a nice deck
25 around it. I live across the golf course and the sewer system which is, I would

1 say, 700 or 800 yards, half a mile, not a half a mile from my house, a quarter
2 of a mile. What he was talking about when that, when the stuff overflowed on
3 the golf course, it stayed out there at least a week and a half; had all that
4 white stuff, paper, toilet paper, and everything was finally gotten rid of, it was
5 chopped up by the golf course lawn mowers. I complained when they came
6 out. There's big manhole right behind my house, about as far, not quite as far,
7 about half way between you and I, from my property line; the one he talked
8 about that seeps out all the time. Two different times they come out there and
9 threw lime across it; that's all.

10 Q You've complained about the seepage?

11 A I complained. I didn't call – I caught the guys out there and complained to the
12 guy that was out there throwing the lime out. I said, what else are you gonna
13 do [inaudible] take care of it. There is two trees growing this far away from the
14 manhole; they're about like this size. This is not the manhole Mr. Waters was
15 talking about. I live at the end of the street, while Mr. Waters lives at the first
16 of the street.

17 Q So, when the sewage overflowed, it was the property owners or the golf course
18 people who take care of the golf course who actually cleaned up?

19 A We happened to – after it was out there about a week and a half, we started
20 having two or three good rains, and between the cutting of the – now, they came
21 out there and threw a little lime on it, but that's all I seen though.

22 Q They didn't clean up any?

23 A They didn't clean up anything on the golf course, no.

24 Q Thank you.

25 CHAIRMAN HAMILTON: Any other questions?

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[No Response]

CHAIRMAN HAMILTON: Thank you, sir, very much.

MR. DONG: Sharon Rupp.

MS. RUPP: I'm going to testify in Columbia.

MR. DONG: Ginger Winter.

WHEREUPON, Ginger Winter, first being duly sworn, assumes the stand and testifies as follows:

MS. BOYD: Please state your name and address for the record.

TESTIMONY OF MS. WINTER:

I'm Ginger Winter. I live at 318 River Hills Road [inaudible]. My family and I have lived out there for 17 years, and this will be the fourth increase since we've been there for 17 years. Not only has it considerably increased, I also have an elderly neighbor that lives beside us that has lost her husband; she's a widow, and she's lost [inaudible] income. She's not able to be here tonight, but I have a note from her and you're welcome to have, or I can read it later. But, it's basically saying that it's outrageous for her to pay these prices due to she's the only one who's there, as well as she doesn't use that much, with it just being herself.

I agree with all the testimonies that's been here tonight, and also, basically every time you get a good rain, the entire field, flooding out from the golf course, is full. It does make a lot of noise as well. I've never seen anyone come out and do anything about it. But, I did want to speak and say that we need help at getting this stopped. It doesn't need to go any further than what

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1 it already has.

2 Thank you.

3 CHAIRMAN HAMILTON: If you'd like for the letter
4 that your neighbor sent – give it to Ms. Boyd, the
5 Commission will accept it.

6 Do we have any questions?

7 COMMISSIONER MITCHELL: Yes, Mr. Chairman.

8 CHAIRMAN HAMILTON: Commissioner Mitchell.

9 **EXAMINATION BY COMMISSIONER MITCHELL:**

10 Q Yes, ma'am. I've heard several speak about a noise. Could you describe
11 that? Is it a loud noise, is this a noise that would keep you awake at night or –
12 just tell me.

13 A I'm sure it would if you're on the backside of there, which I'm about probably
14 eight or nine houses down from it. If you're on that backside of it and closer,
15 it's considerably louder. It's worse than the bad air conditioner outside. It's a
16 bad roar, and you know, it's –

17 Q Is this during different parts of the day or is it particularly at night?

18 A All times.

19 Q All the time?

20 A All the time.

21 Q Thank you.

22 CHAIRMAN HAMILTON: Anyone else?

23 [No Response]

24 CHAIRMAN HAMILTON: Thank you, ma'am, very
25 much.

1 MR. DONG: Those are all the witnesses on my
2 list. But, if anyone would like to come forward and testify,
3 we will entertain those folks at this time.

4 CHAIRMAN HAMILTON: Anyone that has not had
5 an opportunity to speak and would prefer to speak here
6 instead of Columbia, please come forward.

7 **WHEREUPON, Freddie Gault**, first being duly
8 sworn, assumes the stand and testifies as follows:

9 MS. BOYD: Would you state your name and address
10 for the record?

11 **TESTIMONY OF MR. GAULT:**

12 My name is Freddie Gault, and I live at 209 River Hill Road, and I apologize –
13 when I first got here, I wanted you to know - I've been to the doctor and my eyes
14 are dilated, and I haven't been able to read since I got in here.

15 I do agree with everything that's been said today, and I'd only ask that
16 when the Board finally meets, that you do look at statewide on utility companies,
17 what they charge; and, don't be mislead by this gentleman and his company
18 because all it does produce is supply the sewer. Don't look at a utility company
19 that has water and power; Lockhart Power provides our power, and it's the
20 lowest in the county, rate-wise. The water by Meansville Riley Road, the rates
21 are just as little as any other place. So, when you look at what the other utility
22 companies in the state are charging subdivisions like ours, don't be mislead
23 by ones that supplies everything. Just look at the ones that only supply the
24 sewer, if you would, because I cannot see an increase.

25 I'm looking at it, like for me and wife, we both still work and have two

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1 small children, and it's hard on us, so I can imagine on other people how hard
2 it is. And please remember that tonight that everything that you've had here tonight
3 has been —I'm not a business person, I'm a law enforcement officer — everything
4 you've heard here tonight is under oath, it's testimony. We all raised our hands, we
5 took oaths, and with no disrespect to these Board members, I ask that when you
6 do meet as a Board, remember that you also took oaths, and please take that
7 under consideration to give every one a fair share.

8 CHAIRMAN HAMILTON: Do we have any
9 questions? Commissioner Fleming.

10 **EXAMINATION BY COMMISSIONER FLEMING:**

11 Q I have one question I wanted to ask. What's the name of the water company
12 you mentioned?

13 A It's Meansville Riley Road, M-e-a-n-s-v-i-l-l-e, Meansville Riley Road Water
14 Company.

15 Q Is this a private water company?

16 A It has a board that governs it, but as far as privately owned, I'm not sure.

17 *[From the Audience: It's Rural Water]*

18 Q Thank you.

19 A Now, Lockhart Power Company, they get their power from Duke, and they are
20 the lowest in the county. I may get in trouble because I work for the city, and
21 the city has its own power company, but the power rates, they are the lowest
22 in the county. I'd like to say this too, any time we have a storm, any type of
23 storm, Lockhart Power is there before the storm hits. Any time they have a
24 water problem, whether it's a pipe burst on the side of the road, you ride to
25 work in the morning and there's the backhoe with the water company digging

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1 up the water, trying to get you some water. These gentlemen, you never see
2 their trucks when the power is out in a storm.

3 CHAIRMAN HAMILTON: Commissioner Clyburn.

4 **EXAMINATION BY COMMISSIONER CLYBURN:**

5 Q Yes, would you help me out with your name, please?

6 A G-a-u-l-t.

7 Q And your first name?

8 A Freddie, F-r-e-d-d-i-e.

9 Q Okay. Mr. Gault, how long have you lived in [inaudible]?

10 A Since 1991.

11 Q Thank you.

12 A Yes, ma'am.

13 CHAIRMAN HAMILTON: Any other questions?

14 [No Response]

15 CHAIRMAN HAMILTON: Thank you, sir.

16 MR. GAULT: Thank you, Mr. Chairman.

17 CHAIRMAN HAMILTON: Any others that would
18 like to speak before we close the hearing, if you would,
19 come up please.

20 **WHEREUPON, Ronald Holden**, first being duly
21 sworn, assumes the stand and testifies as follows:

22 MS. BOYD: Please state your name and address for
23 the record?

24 **TESTIMONY OF MR. HOLDEN:**

25 My name Ronald Holden, H-o-l-d-e-n. I live at 115 Pineland Avenue.

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1 Basically, I'm pretty much in agreement with things as they are. I've got to be
2 honest with you, I'm kind of lucky because I'm at the top of the hill so my stuff
3 goes down to the bottom. *[Laughter from audience]* But, we do – we do have
4 a few situations, and I'm just trying to think back. You know, people were
5 going back a long way, and I'm thinking back to my son and daughter; now
6 they've both moved out. But, so, it's just my wife and I; we both work. But, we
7 do have some situations, and this is going back when it was all still overgrown
8 out there, and my kids would play in those woods, and they came home a
9 couple of times covered in stuff. I said, what's going on, and I went out there
10 and walked the area and I found a lot of places in that area that were leaky. I
11 did make requests, and I got somebody to come out, and he said we'll take
12 care of it. We went out and looked, this is like ten/twelve years ago when the kids
13 were small, but there were leaks back there then, and I don't know what's
14 happened down in the holding areas, but this stuff was scary. Now, in the last
15 couple of years, they've cleared a lot of trees out down in there, so I'm sure that's
16 more visible than ever. But, just to be honest with you, I'm looking at – I can't see
17 raising *[inaudible]*. I haven't made the correlation between the water coming in and
18 the water going out, which makes a whole lot more difference to me now because
19 I can see some things I hadn't seen before. But, I'm in agreement, I don't think it
20 should go through.

21 CHAIRMAN HAMILTON: Just a second, sir.

22 Do we have any questions?

23 *[No Response]*

24 CHAIRMAN HAMILTON: Thank you, sir, very

25 much.

1 Anyone else?

2 **WHEREUPON, Myrtle Pruitt**, first being duly

3 sworn, assumes the stand and testifies as follows:

4 MS. BOYD: Please state your name and address for
5 the record.

6 **TESTIMONY OF MYRTLE PRUITT:**

7 My name is Myrtle Pruitt. I live at 164 Pineland Avenue [inaudible]. I have
8 listened to everything they've said here tonight, and I thoroughly agree with
9 their testimony. There's a lot of [inaudible] out there, there's a lot of widows
10 out there, there's a lot of us out there that's on fixed incomes. There's a lot of
11 people out there that's lost jobs. We are paying three times as much already
12 as - water [inaudible] sewage; that ought to be taken into consideration.
13 There's so many people out there that can hardly pay bills, much less paying
14 this outrageous price. We're already price gauged with gas. Don't you think
15 this is price gauging too? That's all I have to say.

16 CHAIRMAN HAMILTON: Just a second.

17 Do we have any questions?

18 **EXAMINATION BY COMMISSIONER CLYBURN:**

19 Q Ms. Pruitt, how long have you lived at, which location are you?

20 A [inaudible].

21 Q How long have you been at that location?

22 A Twenty years.

23 Q Three years?

24 A Twenty.

25 Q Twenty years. In terms of your sewer service, have you ever had any issues?

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1 A I have no problem with the sewage as far as the house I own.

2 Q Thank you.

3 A Now, it's only two of us in the household. Many households out there only has
4 one occupant.

5 Q Right.

6 A The majority has two. So, I think you need to take into consideration
7 [inaudible].

8 CHAIRMAN HAMILTON: Any other questions?

9 [No Response]

10 CHAIRMAN HAMILTON: Thank you, Ms. Pruitt,
11 very much.

12 Have anyone else?

13 **WHEREUPON, Carol Oldaker**, first being duly
14 sworn, assumes the stand and testifies as follows:

15 MS. BOYD: All right. State your name and address
16 for the record, please.

17 **TESTIMONY OF MS. OLDAKER:**

18 Carol Oldaker. I live at 216 Stonebrook Drive. We live in the first Fairway
19 division. The question is – and, I'm like everybody else, I have a concern too
20 because when we first moved there, I didn't think much about the sewage
21 rates because when we first moved in we just paid what was required. Then it
22 just started going up. I can remember this last request, I got very upset about
23 it because my husband is on disability, and I just recently got a job with the
24 school district, and so, we struggle to make it. I mean, we have a big house
25 payment, so we struggle to make it at times.

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1 But, my question is – has nobody realized that the Meansville Riley
2 Road has also put in for a raise. Not only are they going to raise our sewage,
3 but our water rates are going to go up too, and they're going to go up from
4 \$11.50 per 1,000 – I don't know if that's per 1,000 - \$11.50 a month to \$23.08
5 a month. So, they get their raise and the United Utility company gets their
6 raise, we're looking at another what - \$60 something a month we're going to
7 have to come up with. It's a struggle, like when I went out and took the
8 petition around, I knocked on this lady's door and these kids were riding their
9 bicycles by, and they said she won't answer the door; she's bedridden. I
10 thought she has to pay these kind of utility rates, and she's bedridden. I
11 mean, how does she make it. Then there's a question here because it says
12 the residential monthly charge per single family monthly charge is \$48.24 per
13 unit, jumping up to \$65.72. But, also the mobile homes will be charged \$35.58
14 to \$48.47, but commercial monthly charge will go from \$48.24 to \$65.72. Why
15 is our residentials going to be the same as the commercial? They've got to be
16 using a whole lot more usage than what we are. So, I'm totally against it,
17 because we struggle to make it.

18 I'm like the lady that said I wouldn't encourage anybody to live in Union.
19 [inaudible] desire to move back to Clover, South Carolina. My husband tells me we
20 can't afford to live in Clover now. But, when I look at this, I think I can afford to live
21 in Clover. So, it's just becoming a struggle to even try to make it when you're on
22 low income. Union's a decent place to live. My husband loves it because he can
23 hunt; there's plenty of hunting grounds here. But, you know, it's coming to the
24 place where we're going to have to start looking at some other means, maybe
25 downsize. We had our house on the market for a while because we were

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1 going to downsize and then we decided to just stay where we were because
2 we have a nice house. It's a wonderful area to live in. I mean, you can ask
3 any of the residents here. Fairwood is a nice area to live in. The people are
4 great neighbors, and it's just a great area. But, I don't know how much longer
5 most of us can afford to live there, and it's sad when you're pushed out of your
6 home because you just can't afford to live there anymore. I'd like to know, you
7 know, who's buying the beach house is what I'd like to know, maybe they'll loan it
8 out to us all once in a while since we all will be paying for it.

9 CHAIRMAN HAMILTON: Just a second, please
10 ma'am.

11 Do we have any questions?

12 *[No Response]*

13 CHAIRMAN HAMILTON: Thank you, ma'am, very
14 much.

15 Do we have any others?

16 *[No Response]*

17 CHAIRMAN HAMILTON: At this time, before we
18 close the hearing, the Chair is going to rule that Coach
19 Anthony will be eligible to speak in Columbia since he
20 was not given proper notice. Notice was not given until
21 after he had testified.

22 *[Applause]*

23 CHAIRMAN HAMILTON: Do we have anything
24 else to come before the Commission at this time?

25 *[No Response]*

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CHAIRMAN HAMILTON: If not, we stand

adjourned.

*[WHEREUPON, at approximately 7:33 P.M., on August 8, 2006,
the Hearing was adjourned.]*

MaryJane Cooper, *Certified Court Reporter*
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